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ABSTRACT

This document presents the evaluation report for Utah's Library Services and Technology Act (LSTA) program for 1998-2002. Part I, "Executive Summary," describes the evaluation study process and summarizes recommendations related to goals in the following areas: (1) basic library technology; (2) enhanced library technology; (3) PIONEER: Utah's Online Library; (4) community electronic networks; (5) resource sharing and interlibrary cooperation/partnerships; (6) improved access to library services for the disabled and underserved; and (7) library planning, evaluation, and development. Part II, "Utah Libraries and LSTA," begins with a section that provides an update on Utah's libraries and describes changes in grant procedures, categories, and match requirements. The next section addresses progress in meeting Utah's library goals in the seven areas listed above with LSTA money; this section describes specific grant programs and presents evaluation findings and recommendations. Part III, "In-Depth LSTA Project Evaluations," offers evaluations of projects related to PIONEER: Utah's Online Library and Spanish language outreach. (MES)

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LIBRARY SERVICES AND TECHNOLOGY ACT:
Five-Year Program Evaluation Report for the State of Utah
1998-2002

ED 480 021

I. EXECUTIVE SUMMARY

A. EVALUATION STUDY PROCESS

Utah's LSTA Five-Year Evaluation Report has been prepared under the authority of the Utah State Library Board and the Utah LSTA Advisory Council, with the assistance of an LSTA Program Evaluation Advisory Panel representating all types of libraries. This report has been reviewed and approved by the Evaluation Advisory Panel, the LSTA Advisory Council, and the Utah State Library Board prior to its submission to the Institute of Library and Museum Services. It is the result of a planning and study process implemented over more than eighteen months, and involving hundreds of people in Utah—librarians, library board members, and library patrons, in addition to members of the Utah State Library Division's staff.

Three primary methodologies were employed in the study: the first was the focus group interview used with librarians and library patrons; the second was a general survey questionnaire administered to librarians and library board members; and, the third was the one-on-one interview process used with librarians receiving Spanish Language Outreach grants. The State Library Division contracted with third parties to accomplish each part of the study. While staff members of the Division worked closely with the contractors in planning, conceptualizing, and implementing each activity, the substance of the analysis of findings and the presentation of the final results were the responsibility of the contractors. The final reports for each of the three studies are included as Appendices to this report.

B. RECOMMENDATIONS

- In order more fully to support recipient libraries in the future planning and evaluation of their LSTA projects, and to make possible a more focused and consistent evaluation of the use of LSTA dollars on the state-level, *Utah's LSTA Five-Year Program Plan 2003-2007* should be based on the principles, assumptions, and methodologies of Outcome Based Evaluation (OBE).

Goal One: Basic Library Technology

- Goal One has been fully accomplished with Utah's established public libraries. Eliminate grant category *Basic Technology* for established public libraries. In the planning process for Utah's next LSTA five-year plan (2003-2007), consider the initial technology needs of new public libraries and how they are to be met.

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Goal Two: Enhanced Library Technology

- Continue to accept and fund grant requests under the *Enhanced Integrated Systems / Enhanced Internet Connectivity* goal.

- The State Library Division should explore a variety of options to increase the technical competency of public library technical support personnel, particularly for smaller libraries.

- Larger libraries are encouraged to develop and maintain competent, in-house technical support personnel who understand the library's mission and role, so as to support and enhance the value, consistency, and integrity of information services to the public.

- Benchmarks for integrated library systems and public access Internet workstations should be established and updated as appropriate to encourage increased resource sharing, web access, cataloging efficienty, and ease of use.

Goal Three: *PIONEER: Utah's Online Library*

- The *Public PIONEER* website should undergo continuous development to remain relevant, credible, and accessible; the State Library Division should continue to explore the addition of premium databases and other features to enhance its effectiveness and utility.

- The State Library Division should work with local librarians to establish the possibility of direct home access for their library patrons to the Premium *PIONEER* Databases.

- The State Library Division should place added emphasis on teaching the use of *Public PIONEER* to librarians statewide, with training scheduled and held regionally in local public libraries on a recurrent basis. Training should include the use of routine software options in Windows to accommodate the needs of visually impaired patrons.

- The State Library Division should continue to work with local librarians to increase the public's awareness of *Public PIONEER*, and their effective use of this important information resource.

Goal Four: Community Electronic Networks

- Eliminate grant category *Community Electronic Networks*. Incorporate as a project type under *Improved Access to Library Services*.

Goal Five: Resource Sharing and Interlibrary Cooperation / Partnerships

- Continue non-competitive grants to support and encourage *Resource Sharing and Interlibrary Cooperation*.

- Examine ways to more closely tie Lender Support funds to the reimbursement of OCLC costs, and to encourage more Utah libraries to join OCLC.

- With the Utah LSTA Advisory Council, before funding more Partnership Grants, thoroughly reconsider the role of Partnership Grants in the LSTA process, identifying the conditions for success and circumstances that lead to failure.

- The State Library Division with the Utah library community should study and define the technical and organizational requirements and costs of establishing a statewide virtual union catalog, and identify the service benefits to library patrons in meeting their diverse information needs.

- The State Library Division and the Utah LSTA Advisory Council should find a focused, effective way to engage school library media personnel successfully in the LSTA process, and to address the needs of school library media centers through the use of LSTA dollars.

Goal Six: Improved Access to Library Services / Disabled / Underserved

- The Utah Regional Library for the Blind and Physically Handicapped should:

    - Continue to develop the Radio Reading Service programs by researching new technologies, i.e. conversion to digitalizing the programs, which will increase the number of broadcast hours, and will help reach more patrons in areas currently not receiving service.

    - Continue to develop the large print book collection for the patrons, especially those who have no other access to this type of collection.

    - Continue to develop and implement an outreach program that will help increase service to more Utah citizens who qualify for service.

- Continue to offer competitive grants under an *Improved Access to Library Services* goal.

- Apply, where appropriate, the Assistive Technology Model to assist Utah's librarians in successfully responding to focused service needs. Extend the benefit of the Assistive Technology Initiative by continuing to encourage acquisition of assistive technology and training in its use.

- While funding for individual digitization projects should be continued on a competitive basis, the State Library Division and LSTA Advisory Council, in collaboration with the Utah Academic Library Consortium, should call for a broadly based planning process under the new LSTA five-year program to establish an outcomes-based framework for future LSTA-funded digitization projects. Issues could include: digitization technical, descriptive, and metadata standards; clarification of desired content for digitization projects; definition of criteria for prioritizing grant applications; portability and sustainability; finding

tools and portals to Utah digital collections; desirable LSTA grant requirements; etc.

- Because the State's Hispanic population is likely to continue its rapid growth, the State Library Division should:

    - assist librarians in learning more about the demographics and library needs of Utah's Hispanic populations;

    - provide librarians opportunities for more training in planning, implementing, and assessing the impact of Spanish-language outreach programs;

    - provide more coordinated assistance to local libraries in identifying Spanish and bilingual materials for purchase; and

    - organize and convene a conference to provide Utah librarians with information on 1) Hispanic populations, and diversity within Hispanic groups; 2) designing service programs for Hispanics; 3) purchasing and cataloging Spanish, bilingual, and translated library materials; 4) conducting successful outreach activities; and 5) strategies for outcome assessment and project evaluation.

Goal Seven: Library Planning, Evaluation, and Development

- The State Library Division should explore and implement diverse delivery options to provide training to librarians and library trustees through the Utah Public Library Institute for Training (UPLIFT).

- The State Library Division should formulate and implement an effective response to the continuing education needs of librarians who have completed UPLIFT Certification Training, using refresher courses and specialized workshops in core areas of responsibility.

- In collaboration with public librarians statewide, the State Library Division should consider, and respond to, the voiced needs for training in computer technologies and library service skills.

- The State Library Division should make a consistent and principled response to the needs of smaller libraries for recurring, regional, onsite, and online training opportunities that do not require long distance travel.

- The State Library Division should provide opportunities for Utah librarians and library board members to learn more about planning and evaluating library services, and to implement these approaches and techniques appropriately in their work.

- The State Library Division should continue to provide financial, logistical, and consulting support for the Summer Reading Program.

- The State Library Division should continue to hold a state membership for Utah in BCR, and to be an active member with a view to maximizing the use of BCR's cataloging, interlibrary loan, training, and discounted database services throughout the state.

II. UTAH LIBRARIES and LSTA

A. PROGRESS IN LIBRARIES and in ADMINISTERING LSTA GRANTS

1. UPDATE ON UTAH'S LIBRARIES

Public Libraries : In 1997, Utah's public libraries faced the double challenge of maintaining and expanding traditional library services while implementing and enhancing the latest electronic information technology. Indicators over the last four years document both the need to serve an expanding population, and the success of libraries and local governments in meeting these challenges. From 1996 to 2000, Utah's population increased by seventeen percent (moving from 1,907,975 to 2,233,169).

Statewide, local governments increased their total annual operational expenditures on public library service by 40 percent (moving from $38,889,254 in 1996 to $54,289,010 in 2000). The average per capita outlay by local governments statewide for library service increased from $20.38 in 1996 to $24.31 in 2000. Since 1996, there has been a revolution in the electronic service capacity of Utah's public libraries. In 1996, less than 70 percent of Utah's public libraries were connected to the Internet (and some of these connections were slow modem connections at 28.8 kbps). In 2000, virtually all of Utah's 109 certified public library sites provided Internet access to their patrons at a minimum line speed of 56 kbps. In 1996, no formal counts of Internet workstations for public use were made; it is estimated that there were a total of about 300 statewide. In 2000, the formally published count of public access Internet workstations in Utah's public libraries totaled 639, more than doubling the estimated total in 1996. Utah public library patrons have enjoyed access to the information holdings of *PIONEER: Utah's Online Library*. The *Public PIONEER* site (pioneer.utah.gov), which was established and is maintained by the Utah State Library Division for the benefit of public library patrons statewide, provides access to both full-text databases and selected free information resources on the Internet.

These increased service capacities both in workstations and line speeds are attributable to increased local funding, state Public Library Development Grants, and—significantly—federal LSTA dollars distributed to libraries through competitive grants. State-level *PIONEER* database contracts for public libraries are funded, in part, with LSTA dollars. (See the in-depth evaluation of *Public PIONEER* in Part III of this report.)

b) Academic Libraries : In the face of ever-increasing student enrollments in the State's institutions of higher education, Utah's academic libraries have maintained cooperative links that have extended their service capacity through the use of information technology. As proposed by the Utah Academic Library Consortium (UALC), the State Legislature has supported a multi-year funding strategy known as *Libraries 2000*, which has been used effectively in building electronic collections for the State's academic libraries. In a closely related effort, *PIONEER: Utah's Online Library* and the *Academic PIONEER* website, which are intended in particular to support the information needs of higher education students and faculty, provide web access to full-text journals, newspapers, and reference databases.

Of great potential importance in building online access to information resources previously unavailable over the web has been the funding through LSTA dollars of several digitization projects. The University of Utah's Marriott Library has partnered with both the Murray Public Library, and the Utah Division of State History to digitize important historic photograph collections. Marriott Library has completed the digitization of historic back-files of regional newspapers, as well. It appears that the Digitization Center at the Marriott Library will become the Utah center for the digitization of resources held by libraries and museums throughout the state.

c) School Library Media Centers : Since 1997, the number of school library media centers in Utah has increased by fifty-seven (twenty-seven located in new elementary schools, and thirty located in new secondary schools and alternative schools). Of the more than 800 current school libraries, 90 percent have electronic catalogs, and 99 percent have automated circulation systems. All schools in the state now have access to the Internet. Of particular importance has been the expansion of *PIONEER: Utah's Online Library*, and the *K-12 PIONEER* site that is intended to meet the library information needs of both students and teachers in Utah's schools. *K-12 PIONEER* extends Internet access to full-text journals, newspapers, and reference sources to students and teachers throughout the state.

This high level of automation and access to library information systems reflects much progress statewide, particularly in extending Internet connectivity and automated library systems to rural schools. Staffing school library media centers in Utah with trained and experienced staff has seen setbacks. The Granite School District, the second largest school district in Utah, has withdrawn all certificated library-media personnel from its elementary school libraries. Statewide, however, 95 percent of Utah's secondary school library media centers continue to have certificated staff.

d) Private and Research Libraries : Two developments within the community of research libraries in Utah are making important differences in services, both within Utah, and regionally. First, through a competitive process sponsored by the National Library of Medicine, the Eccles Health Sciences Library at the University of Utah has been awarded a five-year, multi-million dollar contract to coordinate the resources and services of health sciences libraries in six western states, including Utah. Secondly, the Utah State Library Division and the Utah Division of State History have collaborated in using the State

Library's integrated library system to make the public catalog of the collection of the Utah Historical Society accessible over the web. This multi-year project--now complete--makes possible bibliographic access to a unique and highly valuable research collection of books, journals, photographs, and manuscripts. This development, coupled with the LSTA-funded digitization projects of the Utah Division of State History discussed under "Academic Libraries" above, will make important information resources easily and widely available to patrons everywhere.

2. CHANGES IN GRANT PROCEDURES, CATEGORIES, AND MATCH REQUIREMENTS

a) Grant Procedures

- Clarified requirements for school library media center projects.
- Implemented grant administration workshops.
- Required Three-Year Technology Plans, compatible with the requirements of the E-Rate Program, of all LSTA grant applicants.
- Identified minimum specifications for information technology purchased by grant recipients.
- Enabled applicants to complete applications online (FY 2001-2002/spring).
- Changed the annual Major Grant application schedule from the spring to the fall.
- Directed grant recipients for *Improved Access to Library Services Projects* serving Hispanic patrons to REFORMA de Utah for assistance in selecting materials, in identifying publishers and vendors, and for ideas for outreach activities.
- Required *Partnership & Cooperative Project* applicants to document the partner roles and responsibilities, to provide evidence of commitment and stability within the partnership, and to define mutual benefits. School libraries were also permitted to partner with one another.

b) Grant Categories

- Funded (expended) (FY 1999-2000) *Utah Library Network Benchmark Grants* totaling $79,838 to eleven public library jurisdictions to upgrade their Internet connectivity capacities to the standard service level of the rest of the state's public libraries.
- Offered (FY 2000-2001) *Assistive Technology Grants* totaling $45,414 to libraries wishing to serve their blind, visually impaired and learning disabled patrons.

c) Match Requirements

- Reassigned and changed match requirements in FY 1998-99) from project categories to funding categories. Mini Grants under $7,500 required no match. Regular Grants

($7,501 to $75,000) required a 25 percent match and Major Grants ($75,01 to 150,000) required a 35 percent match.

- Redefined conditions of match in FY 1998-1999. Match had to come from local funds or donations. Donated "new" equipment required acceptable documentation. School libraries were encouraged to use state Educational Technology Initiative funds. Existing salaries could not be used for match, unless designated for increased personnel costs for additional hours of current staff or for new hires.

RECOMMENDATION

- In order more fully to support recipient libraries in the future planning and evaluation of their LSTA projects, and to make possible a more focused and consistent evaluation of the use of LSTA dollars on the state-level, *Utah's LSTA Five-Year Program Plan 2003-2007* should be based on the principles, assumptions, and methodologies of Outcome Based Evaluation (OBE).

B. PROGRESS IN MEETING UTAH'S LIBRARY GOALS WITH LSTA DOLLARS

GOAL ONE: "Assure that there will be some form of basic automation in every Utah public library jurisdiction: bibliographic, circulation control, and Internet access.	Objective: "To provide funding to implement initial automation systems for circulation and bibliographic control."

BASIC TECHNOLOGY—Competitive Grants

Basic Technology projects included the acquisition, installation, and maintenance of library information technology necessary to provide automated circulation, bibliographic access or initial Internet connectivity. Sixteen grants totaling $104,949 were awarded to public libraries ranging in size of service jurisdictions from 817 to 84,324 residents. In 1999 the Utah State Library Division set new standards for minimal technology for public library Internet computers and connectivity required to access effectively all Internet-based services including the statewide contracted databases from the State Library Division. The benchmark standards were:

- Every library would have at least 56 kbps connectivity
- Every library would have a Pentium 3 computer
- Every library would have a network compatible, level 5, printer
- Every fixed site library would have at least two computers, with at least one per site for public access.

A survey at that time revealed that nineteen library sites within eleven library jurisdictions did not meet the standards. *Benchmark Grant* dollars totalling $79,838 were expended by eleven public library jurisdictions to meet the following needs: connectivity (on-going costs to be assumed by the local library); wiring preparation; equipment; peripherals; and software.

LIBRARY PROFILE (Basic Technology --Automation Grants)

WHO: *In 1997, **Morgan County Library** served a rural population of 6,300; in 2000 that number increased to 7,129. Over half of the county residents had library cards. Prior to moving into a new facility in 1998, the old library with a collection of 26,000 books was jammed into 2,300 square feet, had only three staff computers, and no capacity for online public Internet access. The new facility of 11,000 square feet, including space for a senior center, required improved technology.*

WHAT: *The library received an LSTA grant in the fall of 1997 for $17,739 to acquire upgraded circulation and catalog software, a new server, ten computers, and two additional printers, plus a variety of cables, hubs, and adapters.*

IMPACT: *The LSTA grant enabled the new library to open with new information technology -- four Internet accessible computers for adults, one for the children's area, two for catalog access, three for staff use, plus additional printers. In addition the Morgan County Commissioners agreed to a budget line item of $1,500 to cover technology costs, responding to rising public demand for Internet access.*

LIBRARY PROFILE (Benchmark Grants)

WHO: *The **Emery County Library** is located in one of Utah's most isolated rural counties. It is an economically sound county, basing its taxable wealth on coal mining, electric power production, agriculture, and to a degree, tourism. It has eight small communities, each with a fixed site library.*

WHAT: *Initial Internet connectivity and computers were paid for with a state Utah Library Network grant. Fiscal constraints prevented Emery County Library from expanding online services much beyond the initial grant. They did expend local funds on electronics by adding a Dynix integrated library system during the time of the initial grant. When the Utah Benchmark Grant standards were developed, Emery County was one of the libraries that did not meet the new minimal standards. Their computers were outdated. They had only one computer per library. Emery County also had more than its share of problems with connectivity. The library system had connections through phone dial-up, the state's network, radio signal, and the local school district. One library had no connectivity whatsoever. Most of the libraries were connected at 28.8 kbps.*

IMPACT: *The LSTA Benchmark Grant brought all Emery County libraries to Utah's new benchmark minimal standards for Internet connectivity.*

FINDINGS—GENERAL SURVEY / FOCUS GROUP REPORT

- LSTA grants are providing needed funds to buy computers, providing patrons who do not have computers at home with Internet access and other online resources.
- Due to LSTA funding, libraries have Internet and online access for patrons and staff (email, renewals, overdue notices, holds, etc.)
- More patrons are using the library, especially for the Internet and email. Even tourists come to the libraries to check their email.
- Many services are being expanded because of online access. Patrons are able to find their own resources as well as order and renew online.
- Librarians and staff are able to answer their patrons' questions more quickly and more often using online resources.
- LSTA equalizes the resources available, even to small rural libraries, throughout the state.
- In the future, librarians feel that faster connectivity and more workstations are needed.

RECOMMENDATIONS

- Goal One has been fully accomplished. Eliminate grant category *Basic Technology* for public libraries. Shift organizational effort and LSTA dollars to more technologically sophisticated goals.

GOAL TWO: "Encourage enhanced public library and/or multi-type library technology projects."	Objective: "To provide for integrated library systems" Objective: "To enhance integrated library systems and services." Objective: "To increase the number of public workstations to access electronic information, provide higher speed connectivity, and/or to implement remote patron authentication modules for *PIONEER* information services."

ENHANCED INTEGRATED SYSTEMS / INTERNET CONNECTIVITY—
Competitive Grants

Enhanced Integrated Systems / Enhanced Internet Connectivity projects funded included the hardware and software for more current library management systems (bibliographic access, circulation control, local area networks, etc). Seventeen grants totaling $818,849 were awarded to public libraries for *Enhanced Integrated Systems* projects, and sixty grants totaling $557,489 were awarded to thirty-six public libraries for *Enhanced Internet Connectivity* projects.

LIBRARY PROFILE (Enhanced Integrated System)

WHO: *The **Uintah County Library** serves a rural population of over 25,000. The library was automated in 1984. By 1998, the library's integrated system had reached its operational capacity, and could no longer support the progressive growth and development of service.*

WHAT: *The Uintah County Library received an LSTA grant of $28,500 to replace its obsolete automated system. Eventually, the library received two additional LSTA grants totalling $15,971 to replace the library's dumb terminals with PCs to access the Internet and the new catalog.*

IMPACT: *Over 18,000 patrons and public library staff benefited from the additional capabilities and dramatically increased system response time. A major result was a markedly enhanced network with much greater capabilities and allowances for growth. Other benefits included more manageable equipment and system software, increased system functionality, new server and terminals, MARC cataloging capabilities and record conversion, and improved software and hardware maintenance and support.*

LIBRARY PROFILE (Enhanced Internet Connectivity)

WHO: *The **North Logan Library**, located in a 700 square foot "closet," became one of the first new certified public libraries to establish itself in Utah in several decades. In 1998 with a two million dollar bond, a dedicated property tax of .00075, and community donations, North Logan built a new 11,000 square foot facility in 1998.*

WHAT: *Because there was insufficient money for furnishings and needed technology, the library applied for, and received, an initial LSTA grant of $45,000 and another $30,910 later when additional funds became available. This money provided all the necessary equipment to install a computer network infrastructure, including the wiring above and below ground, six pc's for patron use, antennae and equipment to connect to the neighboring school's T-1 line for Internet connectivity for all twenty in-house computers and security of the same. It also paid for contractual services for installation of the network, operating software and site licenses, and computer furniture.*

IMPACT: *The North Logan Library's computer network was one of the largest of all public libraries in Cache County at the time. The city directly allocates funds to maintain the library's information technology equipment. Within the last year, North Logan Library received private funds to subsidize library service to a neighboring community of 3,200 residents.*

FINDINGS—GENERAL SURVEY / FOCUS GROUP REPORTS

- Both the number of patrons using computers and patron requests have increased.
- New technologies are creating the need for more continuing education and training of both library staff and library patrons.

- Because of Internet resources and online texts there is less vandalizing of books and magazines than before the Internet.
- For some libraries, LSTA provides services for their patrons that their cities cannot or will not fund.
- New, progressively sophisticated technology creates an ever-increasing need for competent technical support in libraries of all sizes.

RECOMMENDATIONS

- Continue to accept and fund grant requests under the *Enhanced Integrated Systems / Enhanced Internet Connectivity* goal.
- The State Library Division should explore a variety of options to increase the technical competency of public library technical support personnel, particularly for smaller libraries.
- Larger libraries are encouraged to develop and maintain competent, in-house technical support personnel who understand the library's mission and role, so as to support and enhance the value, consistency, and integrity of information services to the public.
- Benchmarks for integrated library systems and public access Internet workstations should be established and updated as appropriate to encourage increased resource sharing, web access, cataloging efficienty, and ease of use.

GOAL THREE: "Provide public libraries and state agencies Internet access to commercial electronic resources of information through *PIONEER: Utah's Online Library.*"	Objective: "To collaboratively negotiate information products with commercial vendors, state government and educational partners." Objective: "To fund public library use of *Public PIONEER*'s commercial products." Objective: "To promote public use of electronic information resources." Objective: "To fund school library use of *K-12 PIONEER* commercial resources on a limited contingency basis."

(See the in-depth evaluation of ***PIONEER: Utah's Online Library*** in Part III of this report.)

GOAL FOUR: "Enable libraries to participate in the establishment and operation of community electronic networks."	Objective: "To support efforts by libraries and local agencies to develop community based electronic networks."

COMMUNITY ELECTRONIC NETWORKS—Competitive Grants

This goal was intended to support libraries in establishing community electronic networks to publicize community resources, services, events, and happenings. Two libraries applied for grants. The first grant was awarded to support an initial planning effort, at the conclusion of which the library's decision was not to proceed. The second application was not funded because of the on-going costs to the library associated with implementing this program, and the lack of usage data on the software to be purchased.

RECOMMENDATION

- Eliminate grant category *Community Electronic Networks.* Incorporate as a project type under *Improved Access to Library Services.*

GOAL FIVE: "Support continued operation of electronic library networks and other activities that promote resource sharing and encourage interlibrary cooperation."	Objective: "To support and appropriately extend the participation of public and academic libraries in resource sharing incentive programs." Objective: "To encourage all types of libraries to form partnerships and participate in cooperative activities to improve service delivery."

RESOURCE SHARING AND INTERLIBRARY COOPERATION—Non-Competitive Grants

The **Lender Support Program** is open to all lending libraries in Utah. The purpose of this program is to encourage resource sharing among Utah's libraries by providing funds to help defray the costs of providing materials to other libraries. The Lender Support Program consists of two components: 1) The Lender Support Grant, and 2) the OCLC Support Grant.

The Lender Support Grant is based upon the percentage of lending to other libraries in the state by the grantee. The library receives a dollar grant equal to its percentage of qualified lending multiplied by the total funds allocated to the program. (For example, a library with 10 percent of the qualified lending will receive 10 percent of the allocated funds.) Total dollars allocated to the Lender Support Grants in FY2001 were $86,000. Dollar grants have been given to a wide variety of libraries, both large and small, in both the academic and public library communities.

The OCLC Support Grant is available only to those libraries that utilize OCLC. Grant amounts are established, and funds are transferred to each library's BCR account, on a stepped scale based on the library's percentage of qualified lending: a) up to 1 percent, $3,000; b) 1 percent to 5 percent, $5,000; c) 6 percent to 10 percent, $7,000; and 10 percent and over, $10,000. Total dollars allocated to the program in FY 2001 were $117,000. All libraries utilizing the OCLC service for their interlibrary loans thus receive some support funding. Libraries must submit monthly lending activity reports to the State Library Division. This information can be submitted on the Lender Support Reporting form located on the Division's website.

These LSTA grants have been successful in providing an additional incentive to a variety of libraries across the state to share their resources with other Utah libraries. Academic libraries, both public and private, public libraries of all sizes, and library patrons statewide have benefited from this program.

LIBRARY PROFILES

*The **Davis County Library**, a lender library, is a busy, widespread library serving over 200,000 people with five branches. The circulation exceeds one million items per year. Davis County Library liberally shares their materials with other libraries as an active OCLC member, and serves the neighboring library jurisdiction a through reciprocal borrowing agreement. In FY2002 Davis County Library received $3,358 in direct Lender Support and $5,000 in OCLC Support.*

*The **Grand County Library**, a borrower library, is located in the sparsely populated southeastern portion of Utah, and serves a community reliant on tourism. Grand County has a population of about 8,500 people. Patrons are many miles distant from urban centers and distance learners taking classes from northern Utah universities and colleges rely on this public library for many of their academic information needs. In Calendar Year 2000, Grand County Library borrowed over 900 items from other libraries to fill patron requests.*

FINDINGS—GENERAL SURVEY / FOCUS GROUP REPORT

- LSTA Funding is making interlibrary loan easier.
- Library staff are able to process more ILL requests. There are more ILL requests to process, especially from professionals (lawyers, medical personnel, etc.).

RECOMMENDATIONS

- Continue non-competitive grants to support and encourage *Resource Sharing and Interlibrary Cooperation.*
- Examine ways to more closely tie Lender Support funds to the reimbursement of OCLC costs, and to encourage more Utah libraries to join OCLC.

PARTNERSHIPS AND COOPERATIVE PROJECTS—Competitive Grants

Grants for *Partnerships and Cooperative Projects* funded collaborative activities to improve library services, promote resource sharing, encourage interlibrary cooperation, and improve service delivery. Schools and academic libraries were strongly encouraged to partner with public libraries. Twenty-one separate LSTA grants totaling $319,067 were awarded to a variety of library partnerships. Public libraries partnered together to develop Internet access to all library catalogs within the same county; a county library system partnered with a non-profit organization to publicize social services and resources; a small rural public library partnered with a local high school library-media center and a private preparatory school library to access each other's collections on the Internet; a rural public library partnered with its bookmobile library serving three counties and a school district and established another library outlet; school libraries in one school district partnered with two public libraries and a prison library to access each other's collections online; a college library partnered with a local prehistoric museum to catalog its scholarly print collection; a public library partnered with a health resource center to catalog and share its materials collection; a large public library partnered with a local PBS station and a non-profit organization to disseminate information statewide on issues of death and dying; a public library partnered with a university library to digitize its historical photographs; and five school districts entered into cooperative projects with school libraries within their jurisdictions.

PARTNERSHIP PROJECT PROFILE

WHO: *In 1998, the **Tri-County Bookmobile Library**, which serves three rural counties (Sevier, Juab, and Wayne), operated out of the basement of the Richfield Public Library. The librarian, **county commissioners**, and **county library boards** planned to establish a depository collection of around 3,000 books in a high school library sixty miles away, but a better opportunity surfaced, enabling the library to move its entire collection of 23,000 books into a former **Wayne School District** building in neighboring Wayne County.*

WHAT: *The Tri-County Bookmobile Library received an LSTA award of $22,905 to fund this relocation and provide this fixed site library and all its benefits to the residents of Bicknell City and Wayne County along with enhanced services, including Internet access.*

IMPACT: *Before moving into this facility, Wayne County residents had access only to the bookmobile every two weeks. The Tri-County Bookmobile Library, now located in Bicknell, is the first fixed-site library in Wayne County. It is open four days a week, serving a population of about 2,300 in nine communities in the County. About 1,500 residents live within fifteen miles of the library, which also provides needed resources for students at the high school and middle school located nearby. The bookmobile continues to provide essential services to a population of 6,969 people in Sevier County, and 3,505 people in Juab County. The library has been a success in other ways. The first summer library staff and volunteers offered a summer reading program for preschool through eighth graders that helped to focus public attention on library services. At a school assembly held shortly after opening, approximately 75 percent of first through fifth graders indicated that they had used the new library. With new computer equipment and a T-1 connection in the same building with the school district office, the staff has been able to provide basic Internet training with*

the help of volunteers to patrons who had never before had access to information technology or the Internet. Although the partnership between the county bookmobile library, the school district, and the many volunteers was not without its problems, the project succeeded on time and on budget.

PARTNERSHIP PROJECT PROFILE

WHO: *Mt. Pleasant, a rural community in central Utah, is home to three libraries with a history of inter-local cooperation and interlibrary loan arrangements.* ***Mount Pleasant Public Library*** *serves a city population of 3,660. Wasatch Academy is a private preparatory school established in the 19th century, with an enrollment in 1998 of 160 boarding students from all over the world, as well as local day students from the town. The* ***Wasatch Academy Library*** *collection is extremely broad and diverse, and reflects the scholarly curriculum of the Academy. The* ***North Sanpete High School Library-Media Center*** *serves a student population of about 780 students. Competent librarians interested in, and supportive of, joint sharing of their library resources managed these libraries at the time.*

WHAT: *The three applied for an LSTA Mini-Grant to fund hardware and software to enable patrons and staff to access all three library catalogs on-line. A primary goal of this grant was to offer members of the community broader options for more resources with easy access, and to allow the libraries to work toward more cooperative collection development to avoid duplication and waste of funds. A final goal was to increase the visibility of the resources available at all locations so as to generate financial and popular support for all three libraries, which were each experiencing rapidly increasing usage.*

IMPACT: *The Mount Pleasant Public Library purchased the necessary software and hardware (two scanners and a server). The staff then installed the new Windows upgrades and waited a month before loading the on-line catalog, giving them time to identify and clear any problems before loading the web page. They successfully loaded the software that allows for Internet searching of the on-line catalog, and the ability to reserve books online. The Wasatch Academy Library staff purchased a file server through a class on campus that builds computers, thus reducing their funding needs (and freeing up grant dollars that were used by the Mount Pleasant Public Library). They also purchased the online catalog software. However, as of June, 1999, their technology specialist was not able to make the software work, and the company admitted to many problems. When the librarian retired in the spring of 2000, the system was still inoperable, and cooperation and communication from this organizational partner ceased. The North Sanpete High School Library-Media Center ordered upgrades to their software to make their web catalog operational. The company promised a delivery date no later than October 1998, but the software did not arrive until the fall of 1999, nearly a year late. This partnership exemplifies the difficulties encountered by individuals in different organizations seeking to work together to achieve improvements through technology.*

FINDINGS—GENERAL SURVEY / FOCUS GROUP REPORT

- Though those who have had success with collaborative grants want more, most participants agreed that 'cooperative grant projects' often encounter important difficulties. It is hard to please everyone involved, particularly when there are different goals and financial entities and interests involved.

- Except for the few who have been successful with matching funds, the majority feel that it is hard to find matching money unless government officials and administrators are supportive of the libraries.

RECOMMENDATIONS

- With the Utah LSTA Advisory Council, before funding more Partnership Grants, thoroughly reconsider the role of Partnership Grants in the LSTA process, identifying the conditions for success and circumstances that lead to failure.

- The State Library Division with the Utah library community should study and define the technical and organizational requirements and costs of establishing a statewide virtual union catalog, and identify the service benefits to library patrons in meeting their diverse information needs.

- The State Library Division and the Utah LSTA Advisory Council should find a focused, effective way to engage school library media personnel successfully in the LSTA process, and to address the needs of school library media centers through the use of LSTA dollars.

GOAL SIX: "Improve library services for those having difficulty using a library, or who are underserved."	Objective: "To eliminate physical, cultural, geographical, educational, institutional, linguistic, economic and social barriers to information access." Objective: "To implement customized library services for children in poverty isolated rural populations, minorities and ethnic groups, senior citizens, and individuals with disabilities."

SERVICES FOR THE BLIND, VISUALLY & PHYSICALLY IMPAIRED—Statewide Service

This program of the Utah State Library Division provides all Utahns who have qualifying visual or physical disabilities access to quality library service in the special format materials they require for recreational reading, life-long learning and improving their economic self-sufficiency. This program circulates Braille and large print books, books on cassette tapes, descriptive videos and operates a Radio Reading Service for current

information not covered on standard radio and TV broadcasts. The LSTA funds used in the program are allocated toward the Radio Reading Service, development of the Large Print Collection, and the printing of catalogs and bibliographies of the local collection such as the Large Print catalog.

PATRON PROFILES

Josephine *is an eighty-four year old patron of the library service for over twelve years. With the loss of vision, this active reader turned to the library for service. She uses Talking Books on tape, as well as the Radio Reading Service. She depends on the radio reading service for her current news not broadcast on other radio stations or on the television. The obituaries are one segment that Josephine and other patrons tune in for daily. As patrons age, their friends, neighbors and acquaintances pass away, and sometimes they are unaware until someone tells them. The radio provides the means for the patron to find the news on their own. Without a the radio, their independence is limited and they are more dependent on others.*

LaMar *is a seventy-eight year old patron of the library's large print service. LaMar has vision, but as he ages, reading small print is becoming more difficult. LaMar lives in a small town with limited library resources, and has no local sources for large print materials. He is an avid reader who checks out twenty books a month by calling on the WATS line and ordering from the Large Print catalog the State Library provides for him. Without this service, patrons like LaMar would be highly limited in reading material. Because the State Library prints catalogs for these materials on a regular basis, patrons have the ability to find and obtain the books they want.*

RECOMMENDATIONS

- The Utah Regional Library for the Blind and Physically Handicapped should:
    - Continue to develop the Radio Reading Service programs by researching new technologies, i.e. conversion to digitalizing the programs, which will increase the number of broadcast hours, and will help reach more patrons in areas currently not receiving service.
    - Continue to develop the large print book collection for the patrons, especially those who have no other access to this type of collection.
    - Continue to develop and implement an outreach program that will help increase service to more Utah citizens who qualify for service.

IMPROVED ACCESS TO LIBRARY SERVICES—Competitive Grants

This grant category covered projects that improve library services for those having difficulty using a library or those who are underserved. Applicants could apply for Planning, Technology, or Customized Service Grants. Sixty-six *Improved Access to Library Service* grants totaling $735,362 were awarded to forty libraries. The types of projects funded in this broad category include:

- information technology improvements and collection development for institutional libraries (state hospital, state prisons and county jails, youth correction libraries);
- increased availability and equity in access to library resources through cooperative collection development and an interlibrary loan system for secondary school libraries and special Native American collections within San Juan County, a library jurisdiction serving a majority of socio-economically disadvantaged students;
- collection development and cataloging assistance by public libraries and school libraries for non-profit organizations serving developmentally disabled preschool and school age children;
- information technology and specialized software for public library literacy programs;
- collection development of Hispanic resources, outreach programs and services for public and school libraries (see the In-Depth Evaluation of **Spanish Language Outreach** grants in Part III of this report);
- Internet access with searching capability to digitized special collections (photos, manuscripts, newspapers) and finding aids at college, research, public, and historical society libraries;
- upgraded catalog software to promote resource sharing, coupled with wireless training labs for public and school libraries to expedite teaching the use of *K-12 PIONEER* databases;
- adaptive technology for public and academic libraries for their blind, visually and learning impaired patrons.

NOTE on the Assistive Technology Model: This last project type, Assistive Technology for Blind, Visually and Learning-Impaired, represented a new, more focused approach to grant funding for the State Library and the LSTA Advisory Council. Through constituent interactions, the State Library Division learned about strongly voiced needs for improved adaptive technology in Utah's libraries. Subsequently the State Library staff proposed, and the LSTA Advisory Council approved, a focused approach to meeting this need.

The State Library Division convened an informal group composed of representatives of the Division for Services to the Blind and Visually Impaired, several university Assistive Technology Programs, visually

impaired individuals, a vendor of adaptive technology, and staff of the Utah Regional Library for the Blind. The working group gathered data on the distribution of possible users of adaptive technology, defined three technology packages (Standard, Enhanced, and Customized), created a streamlined application form, and planned a full day conference to introduce Utah librarians to assistive technology. The conference format included a background packet with information on assistive technology, outreach, tips on helping students, a grants packet, bibliographies, websites, and other helpful materials. The program included presentations on libraries experienced with assistive technology, user perspectives, and vendor displays with time allotted for hands-on interaction.

This model has proved to be a great success. It helped libraries assess the need for assistive technology, gave them opportunities for practical hands-on experience with the technology, interaction with user representatives, and question/answer contact with experts. The simplified application package was helpful to the librarians and to the LSTA Advisory Council in the grant review process and has speeded up project implementation. In general, a similar model could offer similar benefits in other areas of the LSTA grant process.

LIBRARY PROFILES

WHO: *The **Orem Public Library** is the second largest public library in Utah County, serving a population of over 84,000. It is known for its spectacular children's library, and the city of Orem is also home to the annual Timpanogos Storytelling Festival.*

WHAT: *In the fall of 1998, the Library received an LSTA grant of $7,437 to partner with a private, non-profit agency, "Kids on the Move" (KOTM), that provides developmental services to young children with disabilities throughout Utah County. KOTM served approximately 220 families per month, with anticipated enrollment of 450 children in FY 1997-98. Since 1992, it has operated a lending library of over 4,000 items on disabilities and related issues.*

IMPACT: *The LSTA project enabled the Library to list the KOTM collection in its catalog, with the KOTM library being available as a specialized reference collection to Orem's patrons. KOTM continued to operate and staff its lending library, with a remote computer link to the Orem Public Library. The grant also funded the needed computers and related hardware (scanner, modems, printers, dedicated phone lines) and required software. The KOTM lending library is a public reading room. Patrons visiting the Orem Public Library may search the KOTM collection in the catalog, and may soon also access it from home on the Internet.*

WHO: *The **San Juan School District** has a population of about 3,500 people, 61 percent of whom are economically disadvantaged; 28 percent of the student population*

qualifies as homeless. The poverty and lack of resources are especially concentrated in the southern half of the county near the White Mesa Ute Reservation and the northern edge of the Navajo Reservation at the Four Corners region bordering Colorado, New Mexico, and Arizona. There are six secondary schools in the district, located at great distances from one another, and serving studentbodies ranging from 38 to 420 students, all diverse in their academic skills and educational needs. Fifty-five per cent of the students are Native American, with 67 per cent assessed as being limited in English proficiency. The entire southern half of the county is served only by the San Juan County Library's bookmobile.

WHAT: *In 1998, the San Juan School District received LSTA funds of $52,419 for its Information Resource Access Project. The primary target population of the project included 1,035 secondary students and their families. This project provided for cooperative collection development and interlibrary loan service for all materials, including Native American special collections, among the high school libraries within the school district. It also funded training for librarians, students, and adult patrons on the* K-12 PIONEER *databases and other online and electronic resources. Each library-media center received from one to five new Internet-accessible computers. Library-media teachers completed training in the use of both interlibrary loan, and in the* K-12 PIONEER *databases; they then trained their students and adult patrons.*

IMPACT: *The library-media centers have remined open until at least 5:30 p.m., Monday through Thursday, over the last two school years. The library web catalog is now usable within the district media center, and four high school libraries. A middle school library and a high school library will soon be connected. Seventy per cent of the district's students, and 600 adult community members have utilized the after-school literacy program, which incorporated the after school library services. The San Juan School District plans to hold a library-media teacher training workshop every fall to ensure that teachers know about* PIONEER: Utah's Online Library *and the web-accessible catalog, and can train their patrons in using them.*

WHO: *The* ***Utah Valley State College,*** *located in Orem, is one of the fastest growing educational institutions in Utah, now serving over 20,000 students. Because of the personal attention provided to UVSC students, high school counselors and faculty often recommend UVSC to disabled students. As a result, the college's disabled student population has increased to about 1,200 since 1999. This figure represents the number of students who provided appropriate documentation of their disability, and requested and used accommodations from UVSC's Accessibility Services Department, which relies heavily on technology to be more accessible in serving persons with disabilities.*

WHAT: *Since computer technology significantly enhances the ability of disabled persons to retrieve information, the UVSC Library requested and was granted $43,234 in LSTA funds to purchase three L &H Kurzweil 3000 reading systems, two Pentium III PC computers, and an HP Laser Jet Printer to serve students with visual, mobility, learning disabilities, including Dyslexia, Attention Deficit Disorder (ADD) and Attention Deficit Hyperactivity Disorder (ADHD).*

IMPACT: *With the help of the LSTA grant, the Library Lab has been able to help students with special needs to use assistive technology to achieve their academic goals. For example, the* Kurzweil *program enables students to scan their textbook material and have the computer read the text back to them. Another program,* Dragon Naturally Speaking, *can—after a few minutes of hearing the student's voice—type what the student says. As of 10 December 2001, forty-three students used the lab for a total of 515 visits; as of 6 February 2002, forty-three students made an additional 340 visits to the lab. Student visits have increased so much that these programs have now been placed on computers in other college labs around the campus.*

FINDINGS—GENERAL SURVEY / FOCUS GROUP REPORTS

- LSTA grants are important funding sources that many libraries depend upon for technology, Internet access, Spanish materials, adaptive technology, training, and technology upgrades.
- Special needs groups (the elderly and disabled) are being better served because of programs funded by LSTA grants.
- Internet training is needed for special needs patrons and minority populations.
- Because of LSTA grants there has been an increase in foreign language publications found in Utah's libraries.
- Digitization projects funded by LSTA are providing content access to special, lesser-known collections, which are being put online and can be accessed nationally and internationally. An LSTA grant awarded to one Utah library (Sherratt Library, Southern Utah University) provided the funding for a project that is recognized as one of the top ten projects of its kind in the nation.

RECOMMENDATIONS

- Continue to offer competitive grants under an *Improved Access to Library Services* goal.
- Apply, where appropriate, the Assistive Technology Model described above to assist Utah's librarians in successfully responding to focused service needs. Extend the benefit of the Assistive Technology Initiative by continuing to encourage acquisition of assistive technology and training in its use.
- While funding for individual digitization projects should be continued on a competitive basis, the State Library Division and LSTA Advisory Council, in collaboration with the Utah Academic Library Consortium, should call for a broadly based planning process under the new LSTA five-year program to establish an outcomes-based framework for future LSTA-funded digitization projects. Issues could include: digitization technical, descriptive, and metadata standards; clarification of desired content for digitization projects; definition of

criteria for prioritizing grant applications; portability and sustainability; finding tools and portals to Utah digital collections; desirable LSTA grant requirements; etc.

GOAL SEVEN: "Support state-wide planning, evaluation and library development projects to enable the State Library Division and the Utah library community to effectively utilize LSTA funding in meeting future challenges."	Objective: "To plan and develop appropriate programs." Objective: "To design appropriate evaluation models on an annual and five year basis and to implement special evaluation models for specific types of activities." Objective: "To design and implement needed consulting, continuing education, and other library development programs."

LIBRARY PLANNING, EVALUATION, AND DEVELOPMENT—Statewide Services

The Utah State Library Division has used LSTA dollars to fund several on-going services and special projects that potentially benefit all—or the great majority—of Utah's libraries. These 'statewide services' are focused in the areas of library service programming and service development, and continuing education. As the dollars coming to Utah under LSTA have increased, the coverage of these services and projects has expanded. A listing and description of these services and projects follows.

- UPLIFT (Utah Public Library Institute for Training) consists of three sub-activities. *Certification Training* is a week-long workshop held twice annually since 1998, in which new, rural librarians receive instruction in four core areas of librarianship: collection development, cataloging, reference, and library administration. Since 1997, classes have averaged twenty-five librarians per workshop, and forty-six individuals have completed the four-course curriculum. *Trustee Training* has been held in four of the last five years, with more than 300 local library board members participating over the five-year period. *Practicums*, in which an individual librarian spends several days in a library of choice for specialized, on-the-job training have benefitted fifty individuals since 1997. (Funds for UPLIFT and the Summer Reading Program have been accounted for within the same expenditure account. The LSTA dollar commitment for both programs since 1998 is $49,207, plus a partial salary for the Division's continuing Education Coordinator.)

- The Children's Summer Reading Program is sponsored by the State Library Division, which provides staff support and services, program supplies, and travel dollars for program leaders—community public librarians—to attend regional planning meetings. Since 1998, the annual number of participating Utah libraries has ranged between sixty-eight and seventy-five; the annual number of children participating in the program at their local library has ranged from 13,600 to nearly 41,000 statewide. (LSTA dollar commitment : See note above under UPLIFT.)

- The BCR (Bibliographical Center for Research) Statewide Membership qualifies all of Utah's academic and public libraries for BCR services and discounts. The prime BCR services are brokering OCLC services, and training, with a focus on library technology and the Internet. The Statewide membership assures Utah a seat on the BCR Board with governance influence in network decisions and relationships with OCLC. Two dozen Utah libraries (9 public, 14 academic, and the State Library) utilize OCLC. (LSTA dollar commitment : *$5,000 annually)*

LIBRARIAN PROFILE (UPLIFT Certification Training)

WHO: *Judy Dalton, librarian at Garland Public Library, moved to Garland, Utah, a town of 1,900 people five years ago. "When I saw the ad in the local paper for a librarian, I got goose bumps, I knew this was my job." After eight days of training with the former librarian, Judy was on her own in an old library with a book budget of $700, one computer, and an Internet connection.*

WHAT: *Shortly after Judy began work at Garland Public Library, she attended UPLIFT (Utah Public Library Institute for Training), completing the four core courses of the UPLIFT curriculum in the summer of 2000. "UPLIFT taught me how a library is organized, it opened doors, gave guidance and direction." She says Garland now has a thriving library.*

IMPACT: *Over the past three years, Judy wrote successful LSTA grants totaling $21,000, bought six computers, increased the book budget to $2,500, and recruited a very supportive library board. On the personal front, Judy, who stumbled into the library profession, plans to begin a bachelors degree at Utah State University in the fall of 2002. After reading about the federal program to train new librarians supported by Laura Bush, Judy plans not only to finish a BA, but also an MLS. "I've worked lots of jobs, but this is the right fit for me."*

FINDINGS—GENERAL SURVEY / FOCUS GROUP REPORTS

- The Utah Public Library Institute for Training (UPLIFT) is an important opportunity for continuing education by Utah's librarians. A refresher course for UPLIFT grads was ranked "Very Important."

- New technologies have created a need for more training for both library staff and library patrons of all ages, and at all levels of expertise. Staff turnover creates a constant need for training in most libraries.
- The opportunity for training in computer technologies was rated highest ("extremely important") followed by training in library skills, training in the use of *Public PIONEER* premium databases, and the *Public PIONEER* website.

- Utah's smaller libraries lack the staff, financial resources, and time required to travel to Salt Lake City for training. Recurring, in-depth training given throughout the state to

meet the needs of smaller libraries was judged to be either "Extremely Important" or "Very Important."

RECOMMENDATIONS

- *The State Library Division should explore and implement diverse delivery options to* provide training to librarians and library trustees through the Utah Public Library Institute for Training (UPLIFT).

- The State Library Division should formulate and implement an effective response to the continuing education needs of librarians who have completed UPLIFT Certification Training, using refresher courses and specialized workshops in core areas of responsibility.

- In collaboration with public librarians statewide, the State Library Division should consider, and respond to, the voiced needs for training in computer technologies, and library service skills.

- The State Library Division should make a consistent and principled response to the needs of smaller libraries for recurring, regional, onsite, and online training opportunities that do not require long distance travel.

- The State Library Division should provide opportunities for Utah librarians and library board members to learn more about planning and evaluating library services, and to implement these approaches and techniques appropriately in their work.

- The State Library Division should continue to provide financial, logistical, and consulting support for the Summer Reading Program.

- The State Library Division should continue to hold a state membership for Utah in BCR, and be an active member with a view to maximizing the use of BCR's cataloging, interlibrary loan, training, and discounted database services throughout the state.

(Note: Recommendations specifically regarding training in the use of *PIONEER: Utah's Online Library* are found in the in-depth evaluation of *Public PIONEER* in Part III below.)

III. IN-DEPTH LSTA PROJECT EVALUATIONS

A. ***PIONEER: Utah's Online Library***—Technology Project / Statewide Service

GOAL THREE: "Provide public libraries and state agencies Internet access to commercial electronic resources of information through *PIONEER: Utah's Online Library*."	Objective: "To collaboratively negotiate information products with commercial vendors, state government and educational partners." Objective: "To fund public library use of *Public PIONEER*'s commercial products." Objective: "To promote public use of electronic information resources." Objective: "To fund school library use of *K-12 PIONEER* commercial resources on a limited contingency basis."

PIONEER: Utah's Online Library is a collaboration among academic libraries, public schools, and 70 public library jurisdictions (via the State Library Division) to provide Internet connectivity and online resources to Utah's citizens through the consortial purchase of web-accessible databases. In addition, collaborative efforts are underway to promote the use of these databases among the constituencies of the three partners through the use of brochures and promotional items such as bookmarks and mousepads. LSTA dollars are used to pay in part for the public library portion of this collaboration.

The web-accessible databases are distributed to Utah's public library patrons through the *Public PIONEER* website (http://pioneer.utah.gov), a site developed and maintained by the Utah State Library Division. Each of the *PIONEER* partners has a website geared to its constituency. *Public PIONEER* serves the information needs of home users and patrons of small and medium sized public libraries. Those libraries with their own websites often connect to the purchased databases directly. Currently the list of databases provided through LSTA funds includes several magazine and newspaper databases (EbscoHost, ProQuest, SIRS, *Salt Lake Tribune* and *Deseret News* archives) and various specialty databases devoted to biographies, poems, and photos.

The purchase of these databases as a consortium has provided significant savings for all partners in the consortium, and has provided database access for all citizens in the state. Decisions about selection and continuation of particular databases are based upon 1) usage statistics, 2) evaluation of their utility by librarians, and 3) the information needs of public library users as determined by the librarians at each library. Providing access to these databases and other information via the *Public PIONEER* website represents the fruits of an effort that began to provide Internet connectivity to all public libraries in Utah (the Utah Library Network). This has resulted in the ability of all of Utah's public libraries to provide Internet access, and thus access to these "premium databases." The project has helped provide technological infrastructure for these libraries sustainable through local efforts, often involving competitive grants under the LSTA program (Goal One of the first LSTA five-year program).

*The **Richfield Public Library**, a smaller library, serves a population of approximately 7,000, with an annual circulation of slightly over 50,000 items. The library director writes: "At the Richfield Public Library we have the* Public PIONEER *web page as a home page for a reason, to show the public that there is a choice. Too often, patrons will automatically go to the search engine that they are most familiar with, usually Yahoo, and type in their search topic. Then, if they are confused as to the number of available choices, they will come to me or another staff member. I would guess that at least twice a week, I send either a patron, or even some staff members, to the home page for help. We use Ebsco, the newspapers, and your "all choices" most often. In a small library with a limited reference section, a small collection, and an untrained staff,* Public PIONEER *has helped me help the public."*

*The **Orem Public Library**, a medium-sized library, serves a population of approximately 90,000, with an annual circulation of approximately 1.3 million items. A reference librarian writes: "I have worked at Orem Public Library for a total of ten years. I have gone from the days of using Reader's Guide and Granger's Poetry Index, searching through each individual volume, to our current* PIONEER *access to such items as EbscoHost periodical index and Poem Finder. It's amazing how things have changed so monumentally in a relatively short period of time. What used to take hours to find, we can now find in minutes, AND we can usually present it to our patron in full text in that same amount of time instead of having to go to another source referred to in the index."*

"Although technology has grown in leaps and bounds, city budgets have not. It would be impossible for us to have access to all the resources we have available through Public PIONEER. *The cooperation of the public schools and academic libraries along with the state-wide public libraries, has allowed us so much more resource per dollar than we could have ever purchased on our own. The other great advantage we see is when our high school and college students come in to us for help, many have already used some of the same resources at their institutions. Many others never knew they had such access at their schools or colleges through* K-12 PIONEER *and* Academic PIONEER, *and we let them know. With the size of the consortium, we have also had the leverage to convince vendors to give us home access for our patrons. Home access to Ebsco, SIRS, and Proquest has been enthusiastically received by our patrons."*

"The State Library's Public PIONEER *page provides us with an excellent Internet directory, and quick access to state and federal government resources. We like it so much, we use the* Public PIONEER *Homepage as our library homepage in our Internet area! We use AP Photo Archive many times a day. Using Salt Lake Tribune and Deseret News online with our archives is an essential service for our patrons (no more ink stained hands from looking at back issues). SIRS is our favorite homework resource, and Wilson Biographies adds innumerable resources to our in-print Current Biography. Thank you so much for helping our reference service to be so effective and productive. Finding what our patrons need is what makes our jobs wonderful;* PIONEER *has completely changed our access to the information they need."*

BEST COPY AVAILABLE

TECHNICAL EVALUATION of *Public PIONEER*

- Technical Reliability: Contract databases are available to public library users via registered IP addresses. The State Library Division monitors changes in these library IP numbers to ensure that there is uninterrupted service from the database providers. Major magazine and newspaper databases all maintain rigorous efforts to reduce downtime to scheduled upgrade periods on occasional weekends. The *PIONEER* Partnership members have worked with local newspaper database vendors to improve access (the number of "simultaneous connections"), develop better search tools, and reduce downtime. Home access is allowed by most database vendor contracts, and larger library systems in the state utilize various forms of patron authentication to provide this. The State Library Division is currently working on ways to facilitate and provide straight-forward home access to the patrons of small and medium-sized public libraries.

- Usage Statistics: General usage statistics are maintained for all of the contracted databases. Because specific statistical categories vary from database to database it is difficult to compare them; however, basic trends of use can be discerned. Following are CY2001 usage statistics (January – November, except where noted) for the contracted databases (public libraries only):

Deseret News	53,920 logins
Salt Lake Tribune	9,471 logins
Ancestry.com	2,593 logins (Mar – Nov)
AP Photo	1,930 searches (May – Nov)
Poem Finder	4,157 searches (Jun – Nov)
SIRS Knowledge Source	63,206 searches
SIRS Discoverer	99,599 searches
Wilson Biographies	1,344 searches
Wilson Arts	544 searches (Mar – Nov)
EbscoHost	319,605 searches
Proquest	18,497 views

FINDINGS—GENERAL SURVEY / FOCUS GROUP REPORTS

- Focus Group Findings: 1) *Public PIONEER* serves to enhance often limited collection budgets and provide for greater equity among access to resources among all sizes of public libraries. 2) The *Public PIONEER* website is used by many smaller and medium-sized public libraries as their "home" web page within the library. 3) The *Public PIONEER* contracted databases reduce the number of periodical subscriptions that libraries need to purchase.

- General Survey Findings: 1) Most people use *Public PIONEER* for research / searching, homework, newspapers and news, magazines, and government information and services. 2) Most important *Public PIONEER* features are the diversity of information available, the quality of the organization of the site, and the "freshness" of its information through

updating. It is widely used by smaller libraries as their "home page". 3) Top priority in LSTA future funding requests was given to the addition of new premium databases. 4) Nearly 75 percent of respondents either agreed or strongly agreed that *Public PIONEER* serves to equalize library services throughout the state and over 80 percent described it as integral to the services they provide patrons. 5) About half of the respondents said they were able to reduce periodical subscriptions in their library because of *PIONEER* and 80 percent said it gave them access to periodicals they would otherwise be unable to afford. 6) About 40 percent said that *Public PIONEER* was well known among their patrons. Building increased awareness needs to be a continuing part of this project.

- *Public PIONEER* is of major importance to public libraries across the state.

RECOMMENDATIONS

- The *Public PIONEER* website should undergo continuous development to remain relevant, credible, and accessible; the State Library Division should continue to explore the addition of premium databases and other features to enhance its effectiveness and utility.

- The State Library Division should work with local librarians to establish the possibility of direct home access for their library patrons to the Premium *PIONEER* Databases.

- The State Library Division should place added emphasis on teaching the use of *Public PIONEER* to librarians statewide, with training scheduled and held regionally in local public libraries on a recurrent basis. Training should include the use of routine software options in Windows to accommodate the needs of visually impaired patrons.

- The State Library Division should continue to work with local librarians to increase the public's awareness of *Public PIONEER*, and their effective use of this important information resource.

B. **SPANISH LANGUAGE OUTREACH GRANTS**—Targeted Services Project / Competitive Grants

GOAL SIX: "Improve library services for those having difficulty using a library, or who are underserved."	Objective: "To eliminate physical, cultural, geographical, educational, institutional, linguistic, economic and social barriers to information access." Objective: "To implement customized library services for children in poverty isolated rural populations, minorities and ethnic groups, senior citizens, and individuals with disabilities."

In the autumn of 2001, the State Library Division contracted with Ruby Licona, Weber State University, to conduct an in-depth evaluation of LSTA Spanish language outreach grants. Specifically, the evaluation called for: reading seventeen Spanish language outreach applications and their associated evaluation reports; making site visits distributed among the various types of grants and types of libraries; conducting telephone interviews with all projects not receiving a site visit; assessing the perspectives of library users; and preparing a report of findings with recommendations on how to strengthen future Spanish language outreach grant offerings.

From 1997-2001, seventeen LSTA grants for Spanish language outreach were made to sixteen libraries: nine public libraries; five school districts (two in conjunction with a public library); and two correctional facility libraries. The consultant visited one correctional facility library, one school district project, five public libraries, and one joint public library/school project. Grant projects most often stressed collection development. Two libraries experimented with software for catalog access, and three libraries have done extensive outreach work, including public programming, focus groups, advertisements, and the creation of brochures and library forms in Spanish. Four additional grants for Spanish language outreach projects were funded subsequent to the contract with the evaluation consultant. These projects are not included in the consultant's analysis or the statistics cited in this section.

The consultant's report documented the extensive growth in Utah's Spanish-speaking population during the past decade. Between 1990 and 2000, the state's Hispanics population grew from 5 percent to 9 percent of the total state population. The majority of Utah Hispanics (67.6 percent) are of Mexican extraction, with 11.2 percent from South and Central America, Puerto Rico, Cuba, the Dominican Republic, and Spain, with "other" Hispanics comprising 21.6 percent of the whole.

Summit County had the single greatest increase (638 percent) in Hispanic population over the decade, although seven other counties (Cache, Daggest, Garafield, Iron, Piute, Utah and Wasatch) had growth rates in excess of 200 percent. Weber County has the largest percentage (13 percent) of Hispanic residents. The next highest counties are Salt Lake (12 percent) and Carbon and Tooele Counties with 10 percent each. Not surprisingly, of the seventeen LSTA outreach grants, three were in the four high-growth counties, and seven were in the eight high-population counties.

LIBRARY PROFILES

WHO: *The **Orem Public Library** serves nearly 85,000 residents in Utah County, a county whose Spanish-speaking population grew by 204 percent in the past decade. The Orem Library provides excellent children's services, with outstanding puppet and story time programs. The library is heavily used; its annual circulation per capita (16) is well in excess of the statewide average (10).*

WHAT: *The Orem Public Library received two LSTA Spanish language outreach grants. The first focused on collection development and the second on outreach. The collection development grant purchased and cataloged fiction and non-fiction for adults and children, media and English-as-a-second-language materials. The second grant translated library brochures and the library-card application form, installed a Spanish version of the library's public access catalog, identified and provided links to Spanish language websites on the library website, and recorded several puppet shows in Spanish for use when a Spanish-speaking volunteer is not available.*

IMPACT: *A successful partnership has been established with the Alpine School District to encourage Title I students and their parents to attend monthly Spanish-language story times. Spanish speakers have responded well to the outreach efforts of the Orem public library. At any given time, the library staff estimates that approximately 25 percent of Spanish language materials are in circulation. Spanish language story times are popular. The program visited by the consultant had 120-130 parents and children attending.*

WHO: *The **Ogden School District** serves over 12,000 students through fifteen elementary schools, four middles schools, and three high schools. Over thirty-six percent of the students are Hispanic.*

WHAT: *The Ogden School District LSTA grant established specialized library services for bilingual/monolingual kindergarten students from three low-income schools who were participating in an all day program. Many of these students were from homes where English is not the primary language. Teachers use the collection for classroom presentations. Children are brought into the library weekly and allowed to check out materials. Parents are invited to a Parents' Night and are also allowed to take out materials.*

IMPACT: *The books are heavily used, and parents and teachers are pleased; however, due to difficulties with the library's checkout system, no definite usage numbers for the special Spanish-language collection are available, a problem not untypical of similar small grants. Project staff expressed several "wish list" items that are representative of many other sub-grantees: opportunities to learn from others doing similar projects; better access to annotated booklists (including age-level appropriate information) and purchasing assistance; and information about how to obtain cataloging information for these special materials.*

FINDINGS—GENERAL SURVEY / FOCUS GROUP REPORTS

- There has been an increase in the availability of foreign language publications, especially for Hispanic populations.

- More Hispanic people are using the library and need more information and resources in Spanish.

RECOMMENDATIONS

- Because the State's Hispanic population is likely to continue its rapid growth, the State Library Division should:

    - assist librarians in learning more about the demographics and library needs of Utah's Hispanic populations;

    - provide librarians opportunities for more training in planning, implementing, and assessing the impact of Spanish-language outreach programs;

    - provide more coordinated assistance to local libraries in identifying Spanish and bilingual materials for purchase; and

    - organize and convene a conference to provide Utah librarians with information on 1) Hispanic populations, and diversity within Hispanic groups; 2) designing service programs for Hispanics; 3) purchasing and cataloging Spanish, bilingual, and translated library materials; 4) conducting successful outreach activities; and 5) strategies for outcome assessment and project evaluation.

Appendices

1. Competitive Grant Financial Tables—Summary information on the number of grants offered, dollar amount awarded by grant, type of library participation, and total / by LSTA Five-Year Program Plan goal. (Data provided to date, 3/26/02)
2. Non-Competitive Grant Financial Tables—Summary information on the annual cumulative dollar amount of grants awarded to public / academic libraries. (Data provided to date, 3/26/02)
3. Statewide Services Financial Tables—Summary information on annual expenditures within statewide service areas. (Data provided to date, 3/26/02)
4. Consultant Report on Focus Group Interviews
5. Consultant Report on General Library Community Survey
6. General Library Community Survey Questionnaire
7. Consultant Report on Spanish Language Outreach Evaluation
8. Membership of the Utah LSTA Advisory Council
9. Membership of the Utah LSTA Five-Year Program Evaluation Panel

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